

English Listos Makes Its First CA Debut in Fontana

Contact: C. Nagy

On February 3, over 30 students and six instructors sat down for a day of Listos training at the Fontana Park Aquatic Center. Listos is a disaster and emergency preparation program created by the Latino community of Santa Barbara, Calif. This was the first ever English Listos class taught in the State of California. The course focused on creating reunification and communication plans, important document backup, utilities shut-off, fire extinguisher use, triage, and disaster psychology.

During the afternoon session, crewmembers from County Fire Fontana Station 79 came by to assist in firsthand training. A disaster or emergency can happen at any time and a disaster can cause damage in excess of the affected community's ability to respond. What participants learned that day will provide practical information to help each student and their families to prepare for disasters and emergencies.

The key to surviving an unexpected emergency is being prepared. Knowing what you should do before, during and after an emergency will help you protect yourself and your family from hazards and dangerous situations.



Large group of Listos participants take group photo

OES would like to thank Irma Herrera, Ray Cancel, and Oscar Limon for their continued dedication to the Fontana Listos and CERT programs. Without your continued drive to make this a success there would be many residents unsure of what to do when the next disaster strikes.

County OES Seismic Simulator Program Recognized by State Legislature

Contact: J. Ferdon



During a recent Earthquake Preparedness event at San Bernardino Valley College, Assemblymember Eloise Gomez Reyes toured and participated in the San Bernardino County

ty Office of Emergency Services (OES) Seismic Simulator experience. The Assembly member praised the efforts of County OES and its volunteers for contributing to the success of the 2018 Ready or Not: Earthquake Preparedness and Safety Fair and for "empowering our community to be proactive about emergency preparedness".

Assemblymember Reyes (47th District) presented a Certificate of Recognition from herself and on behalf of Senator Connie M. Leyva (20th District) to the Seismic Simulator team.



Assemblymember Reyes and State Senator Connie Leyva, family and staff participate in earthquake simulation

Welcome Back Grand Terrace CERT!

Contact: J. Ferdon

The San Bernardino County Fire, Office of Emergency Services assisted the City of Grand Terrace with the re-launch of their CERT program by providing CERT Training to a small group of residents over three Saturdays in March. Assistance from Apple Valley and Colton/Loma Linda CERTs ensured par-

ticipants learned these important skills from some of the best CERT Instructors in the County. Upon completion of the course, the City Council recognized the graduates during a regular council meeting. CERT in San Bernardino County is strong and continues to grow as new programs come online and once dormant programs find new life. All of these efforts further the mission of CERT to "do the greatest good for the greatest number."



GT CERT members

OES Quarterly Report



San Bernardino County Fire, Office of Emergency Services



More than 20 emergency agencies besides the airport staff participated, including County Fire, County OES, Cal Fire, San Manuel Fire, law enforcement, hospitals and emergency managers

San Bernardino Airport Emergency Exercise

Contact: M. A. Ramirez

What happens when an inbound flight to Ontario Airport has to divert for an emergency landing? That scenario unfolded at San Bernardino International Airport on Wednesday, February 28, 2018. Agencies from around San Bernardino County diverged on the airport in response to a simulated hard landing of a flight suffering from mid-air bird strikes. As fire and EMS apparatus flooded onto the tarmac, staff from the San Bernardino County Fire, Office of Emergency Services were on hand to observe the exercise play as well as conduct a roundtable discussion at the County Emergency Operations Center (EOC) to examine what the possible needs of the incident may be and how the County EOC could support them, if requested.

Discussions between County OES, airport staff, and emergency management personnel from the City of San Bernardino reflected the need for possible support had the scenario included an aspect of response off the airport property. The discussions also provided an opportunity for all involved to strengthen relationships prior to an actual event as well



EMT/paramedic students from Crafton Hills and Victor Valley colleges served as simulated victims

as mutually educate each other as to the level of support and resources available if needed.

Exercises like this reinforce the importance of developing and maintaining relationships with cooperators before incidents occur. The San Bernardino County Fire, Office of Emergency Services encourages this through our quarterly Operational Area Coordinating Council meetings as well as regular training and exercises conducted throughout the County.



Coordination between participating agencies

National Stop the Bleed Day

Contact: C. Nagy

On March 31, 2018, Plymouth Village and the City of Redlands played host to the National Stop the Bleed Training Day. Robin Bishop, OES training lead for the Stop the Bleedsm program, along with her team of instructors - Bob Kindron, Rick Danzy, Rick Bruns, Sunny Evans, William Jeide, Kathy Howe, Rene Vutekakis and Crystal Stenberg spent the day conducting two Stop the Bleed classes at Plymouth Village in Redlands. Over 60 students completed the training. County OES would like to extend a big thank you to all of our volunteer instructors - without you we could not put on this program.

The Stop the Bleedsm program was commissioned by the White House following the Sandy Hook disaster in Newtown, Connecticut. A joint committee of emergency responders, law enforcement and physicians developed a national policy on increasing survivability following mass-casualty events called the Hartford Consensus. The consensus found that victims of trauma are susceptible to critical blood loss before first responders can reach the scene, and that immediate bystander care is critical in preventing survivable death, as illustrated by the statistics below:

- Traumatic injury is the leading cause of death for people below age 46
- 35% of pre-hospital deaths are due to blood loss
- 80% of victims in a mass casualty event are transported to the hospital by members of the public
- Death due to traumatic bleeding can occur in less than five minutes
- The National Fire Protection Association (NFPA) states that emergency response should begin within five minutes
- National EMS Response times often exceed the NFPA target times
- Of the 147,000 trauma deaths in 2014, 30,000 might have survived with appropriate care, primarily control of bleeding

The Stop the Bleedsm initiative has mutual involvement from the White House, the Department of Homeland Security, the American College of Surgeons, and the American College of Emergency Physicians, who recognize that everyone has the power to stop life-threatening bleeding caused by injuries in the home, industrial settings, or mass-casualty events. State and



National Stop the Bleed Day

March 31st, 2018 - Nationwide
#NSTBD18



the Bleedsm students with instructors willing to donate their time for a day of free training. Our effort is currently supported by the American College of Surgeons Committee on Trauma, Department of Homeland Security, National Associate of Emergency Medical Technicians (NAEMT), International Association of Fire Chiefs, International Association of EMS Chiefs, the International Association of Firefighters (IAFF), Committee on Tactical Combat Casualty Care, Committee for Tactical Emergency Casualty Care, and EMS.gov.

For more information, contact the San Bernardino County Office of Emergency Services, (909) 356-3998.



Center and bottom right: students practice Stop the Bleed

local government, medical groups and healthcare organizations, regional and local first responders, and state coordinators share a mutual interest to inform the public that this training is available to all.

National Stop the Bleed Day is a grassroots initiative to raise awareness for the official Stop the Bleedsm program and while National Stop the Bleed Day is working with the above-mentioned agencies, National Stop the Bleed Day is not directly affiliated. As such, we do not receive funding from any source. The objective of National Stop the Bleed Day 2018 is to connect potential Stop

Upland Sounds the Alarm!

Guest Author: Erin Fox

Contact: M. A. Ramirez

The Sound the Alarm program is a nationwide public initiative that aims to reduce the number of fire related deaths and injuries in the US by 25% by the year 2020 by installing free smoke alarms and educating families about home fire safety.

On April 21, 2018, American Red Cross (ARC) volunteers partnered with members of the Upland City Council, Chamber of Commerce, and CERT to install smoke alarms donated by Kidde.

Through the volunteers' generous donation of time and talent, 238 smoke alarms were installed and fire safety education was provided to 82 households serving 217 residents in the community.

Working together in communities across the country, the Red Cross and partners are establishing coalitions of local fire departments, houses of worship, businesses, schools, social service agencies, neighborhoods and others to mobilize resources and volunteers in support of local home fire preparedness, focused especially on supporting at-risk neighborhoods.

Each year the ARC San Bernardino chapter selects four to five areas which have been determined to be in need of the assistance the Sound the Alarm program provides. The target communities are determined by strategically identifying them through the use of ArcGIS mapping tools, the location, frequency and number of Red Cross responses, and certain socioeconomic/demographic factors. Fire reporting data and local knowledge of at risk neighborhoods furnished by partner fire agencies is also welcomed.

Partner interest in collaboration is key, and local community and stakeholder input is often used to validate any assessment such as

local knowledge of homes without smoke alarms, frequency and number of home fires in a neighborhood etc.

For more information regarding this program or other ARC programs in the San Bernardino County chapter area please contact:

Disaster Program Managers, Erin Fox or Tom Hyatt, Disaster Cycle Services, at Erin.Fox@RedCross.org, or at Tom.Hyatt2@RedCross.org



Volunteers assist the citizens of Upland

IEDC and County OES Partner Up for AFN Population

Guest Author: Chris Grant

Contact: S. Jensen

On Saturday, March 24th, 2018, the San Bernardino County Fire, Office of Emergency Services (OES) partnered with the Inland Empire Disabilities Collaborative (IEDC) facilitating arguably the largest ever disaster and emergency preparedness outreach effort in the Inland Empire for individuals with disabilities, accessibility, and functional needs (DAFN).

For the first time in the history of the Disabilities Expo, the more than 1,600 event attendees and vendors had an opportunity to interact in-person with emergency manage-



ESO Davis inspiring expo attendee Landon Alvarado (autistic) to consider one of the many great career opportunities in emergency management.

ment professionals and first responders, in addition to receiving potentially life-saving preparedness, response and recovery guidance for the DAFN population. Several hun-

dred families and individuals also went home with free disaster and emergency supplies.

County OES' participation was coordinated by Emergency Services Officers Shanna Jensen and David Davis. OES also secured participation from the County Fire Prevention Division who provided tips, resources, and guidance to event attendees. The Riverside County Emergency Management Department also participated.

Partnering with County OES to facilitate this event allowed the IEDC to expand its existing outreach efforts in a meaningful and impactful way to the 1,600+ event attendees and its more than 1,200 member organizations.

This event exemplified the "whole community" approach to disaster and emergency preparedness, and resulted in new and renewed dialogue between emergency management, first response and DAFN agencies and organizations serving the disabilities and access and functional needs population throughout the Inland Empire.

Ontario EOC Exercise a Great Success

Contact: D. Davis

Ontario held an EOC Functional Exercise on March 15. Drill participants from all disciplines of city government staffed more than 50 EOC roles and four Sim Cell positions. Participants included the City Manager, Director of Public works, the Fire Chief and the Police Chief. The three hour exercise was equivalent to an Operational Area Level 1 activation.

The scenario started out as a quilting convention and competition at the Ontario Convention Center. The convention was under way when the ceiling collapsed onto the 5,000 occupants with 200 injuries. Of the injured there were 75 serious injured, 25 moderate and 100 minor injured with an additional 15 fatalities from the collapse. Challenges included a mass casualty incident with an Access and Functional Needs (AFN) community that required specialized medical care, the treatment and transportation of patients via public transportation and then reunification with family and loved ones.

The exercise also incorporated mutual aid and deployment of CERT Teams to support the incident. Hospitals countywide prepared to receive a major influx of patients from the exercise using the START system.

Approximately one hour into the exercise it was determined via video that this was possibly a terrorist attack. The terrorists sent a video saying they planned the attack against the USA and it was jihad on the city of Ontario. The Ontario Fire Department Bomb squad along with local, state and federal law enforcement were called in to investigate a possible successful terror attack.

After three hours of meeting and completing each exercise challenge the end of the drill was called. All ended very well with the mock investigation under way and the injured placed and the uninjured transported to an area to be reunited. Congratulations on a successful exercise!

West End COAD Bringing Communities Together

Guest Author: Denise School

Contact: M. A. Ramirez

The West End Community Organizations Active in Disasters (WE COAD) officially re-launched in 2016 with an effort to bring the non-profit, for-profit, and faith-based communities together and incorporate them into all four phases of emergency management within the west end of San Bernardino County. As a part of the San Bernardino County Voluntary Organization Active in Disasters (VOAD), WE COAD is continuing to grow, and has already made great strides in its effort to strengthen the community before, during, and after a disaster.



WE COAD meets bi-monthly, bringing in subject matter experts from the community to share information on a variety of emergency management topics. Past speakers included: Charlene Sargent from Advent Community Services to discuss donations management, Mark Crosby from Omni Trans to discuss how a transportation agency plans for emergencies, and Pam Bertz from Hope Animal Assisted Crisis Response to discuss how therapy dogs can provide comfort to both disaster victims and first responders.

WE COAD invites you to attend its next meeting on Monday, May 14 from 10am-12pm at the Goldy S. Lewis Community Center in Rancho Cucamonga. To RSVP to the meeting, please visit:

<http://sbwestendcoad.eventbrite.com/>

CERT Continues Prep Mission

Contact: J. Ferdon

The San Bernardino County Fire, Office of Emergency Services (OES) Community Emergency Response Team (CERT) program continues its growth and outreach in the Operational Area (OA) as well as supporting the growth of city/town programs. Nearly 260 residents of San Bernardino County have graduated from the Federal Emergency Management Agency (FEMA) 20 hour CERT Basic classes so far this year alone.

Overseen by the County OES Fire Corps Program, 10 classes were already completed by the middle of April and nine more are presently scheduled throughout the rest of the year. As a direct result of these educational and training efforts, our communities are becoming even more prepared and resilient for when we have the next major incident.

The unincorporated affiliated CERT program currently has 244 veteran members who completed the re-credentialing process and has welcomed an additional 96 new members who have completed the application and vetting process so far this year.

The unincorporated affiliated program itself is getting a top down review and overhaul in an effort to improve efficiency, performance, and accountability so that it may carry on our dedication to the protection of the public we serve, have organizational stability, performance excellence, and safety.

During the March rain event, nearly 100 CERT members stood by to respond throughout the county should they be needed. This force multiplier for County Fire continues to train and prepare to be of service and support.

With numerous public outreach events, advanced courses being offered throughout the year and the OA CERT Exercise on May 12, these members continue to demonstrate their readiness to be of service to their communities in time of need.

For more information about the San Bernardino County Fire OES CERT program, contact the CERT Program Coordinator, Emergency Services Officer John Ferdon, at 909-356-3998 or via email at john.ferdon@oes.sbcounty.gov.

March Storm Event...Well Kinda

Contact: C. Cruz

During the week of Monday, March 19 through Friday, March 23, the Operational Area planned, prepared, communicated, coordinated, and was ready to respond to what the National Weather Service (NWS) reported as, “an atmospheric river” with potential for significant rainfall, flash floods, and all the worst case scenario impacts to areas throughout San Bernardino County. What actually occurred wasn’t a “river,” but a “puddle!”

On Monday, March 19, based on the NWS forecast, County Public Works activated the Flood Area Safety Taskforce (FAST) to Readiness Phase I for the incoming storm and we were off to the races. Following that Monday, we moved to FAST Response Phase II and then officially deactivated FAST on Friday, March 23rd.

Over the course of the week in preparation for the atmospheric river, the Operational Area (OA) participated in twice daily NWS webinars (San Diego and Las Vegas), a series of FAST conference calls with the highest number of our FAST partners participating,

sent five Flash Reports, coordinated with the City of Ontario for their “EOC Activation/Exercise” (we will discuss that further during the “To Activate... or Not To Activate” presentation) and then wait for it, wait for it...A PUDDLE.

Nonetheless, this incident provided a great opportunity to engage new County OES staff, sharpen our skills, breakout the FAST Standard Operating Guide (SOG), further enhance our OA readiness and coordination capabilities, and prove that you can actually run an effective conference call under thirty minutes! This is the nature of our world in emergency management and why we do what we do.

Every opportunity that we have as an OA to ramp up, implement the plans/procedures that we’ve developed and test our readiness, even for those incidents that don’t lead to a formal EOC activation, just makes us better for the “real” thing. You are encouraged to engage with the OA, dust



“What Was Expected”



“What Actually Occurred “

off your plans, login to WebEOC, submit a City/Town Status Report, or just check in with us to let us know what is happening in your area, even if nothing is happening. For more information, contact the Office of Emergency Services at 909-356-3998.

Loma Linda Fire Employee of the Year, Shannon Kendall

Contact: M. A. Ramirez

It is rare that emergency managers receive recognition for all of the “behind the scenes” work they do. It is even rarer when that recognition comes from the field. That was the case on March 15 when Shannon Kendall, Joint-Emergency Services Coordinator for the

Cities of Colton and Loma Linda, was honored at the Loma Linda Chamber of Commerce Community Honors Dinner. Shannon was recognized as the Loma Linda Fire Employee of the Year. What is exceptional about the honor is that it is usually reserved for firefighters and, in fact, the nomination is made by firefighters from the department. Shannon’s efforts in both Loma Linda and Colton have not been limited to those cities as he has been an important partner in the Operational Area. He has assisted other emergency managers as well as CERT programs throughout the County to further Emergency Management

principles. Congratulations Shannon on a job well done!



Chief Tim McHargue, Colton, and Shannon Kendal, right

Teach CERT? Me? Yes, You!

Guest Author: Bonnie Ross

Contact: M. A. Ramirez



That enthusiastic, committed CERT member is often looking for more opportunities. He or she just might be that new CERT instructor you need. The CERT Train-the-Trainer (TTT) class is the next step for the potential instructor. This curriculum covers strategies for teaching adult learners and teaching strategies for each of the Basic CERT units.

CERT TTT is offered once a year by County OES. Students completing the class are excited, motivated, and filled with new ideas as they head back to their communities ready to teach their first class.

In three training-packed days, students learn what it takes to become a CERT instructor, the instructor roles and qualities and how to develop their own teaching style. Additionally, they learn strategies for maximizing learning and classroom management. Each Basic CERT unit is reviewed with a focus on teaching the unit. Students practice their teaching skills in front of their fellow students and share ideas with each other during teach-back sessions.

Prospective instructors learn that becoming a subject matter expert is key, but so are en-

thusiasm, sensitivity, and making the training fun, safe and interactive. This is especially important when teaching adult learners who bring a wealth of experience to the classroom but want to see the reason for the training and need encouragement and positive feedback. The curriculum highlights many of these physical, emotional and intellectual needs.

A unit on maximizing learning focuses on the

A major focus of the train-the-trainer class is the sharing of ideas on how to teach each unit so that the training becomes alive and relevant to class members. For example, unit one is very important because it is the hook that captures student interest and makes them eager to learn more, so to bring the message of preparedness home, you use local pictures and discussion based on potential hazards in the area you are providing the training in.

How do you handle the sensitive issues of unit 7, Disaster Psychology? Here the focus is on what the CERT member can do for those in need such as listening and offering food and water, but the instructor also needs to stress the importance of taking care of one's self.

Instructors and students will share ideas for teaching each unit by the end of the course. The third day concludes the course. Prospective instructors have studied instructor roles, maximizing learning, classroom management, and discussed strategies for teaching each unit. They have had an opportunity to hone their teaching skills, learn from others and build networks. They leave with enthusiasm and confidence.

Me? Teach CERT? Yes! You can! Just ask the class that completed their training in April!



Top left and bottom right: veteran CERT Instructor, Bonnie Ross, teaches the always fully enrolled and waitlisted



three primary learning styles, creating a positive learning environment, guidelines for asking and answering questions, and evaluation. Learning how to maximize the learning experience begins with understanding the three learning styles: auditory, visual, and tactile.

Some students learn through listening and talking things through. They actually like the lectures! Others learn thru seeing. They love the PowerPoints! Finally there are those who learn by doing, moving and touching. They tend to ignore manuals and written instructions, but want to practice bandaging and love the challenge of cribbing!

The CERT training incorporates all of these students' learning styles and address them in their teach-back sessions. This unit also covers the importance of environmental factors in creating a positive learning experience.

Grants Update

Contact: M. Antonucci; E. Segura; L. Lockwood; T. Sutura

FY2016 Homeland Security Grant Program

The grant is ongoing. Only expenditures for approved projects will be reimbursed. If your project needs to be changed, submit a modification request to the Grants Unit ASAP. Please turn in reimbursement requests as soon as they are finalized to avoid confusion with overlapping grants. The second milestone is 07/31/18, and projects must be 75% complete; the final milestone is 3/31/19 and projects must be 100% complete.

FY2017 Homeland Security Grant Program

County OES recently notified the subrecipients of their approved projects, which may

have varied from the proposed projects submitted. Keep in mind that if your project has a hold trigger such as an EHP, EOC, FBI, sole source request(s) or your project includes an item(s) on the Controlled Equipment List, additional approval is required prior to proceeding. Should you need a modification, please submit them as soon as possible so the Grants Unit may plan and process accordingly.

FY2018 Homeland Security Grant Program

The preliminary application is pending with the state. The grant amount remains unknown. County OES will communicate with the subrecipients as soon as more details are available.

FY2017 Emergency Management Performance Grant

All projects must be completed by 5/31/18. The final Quarterly Performance Report and all deliverables must be submitted by 6/4/18. The Mandatory Cumulative Performance

Reporting due date us 6/4/18, reporting period 7/1/17 - 5/31/18.

Fund Status Reports are due on 6/4/18. Failure to comply with these requests may result in the forfeiture of your allocated funds and/or exclusion from future EMPG grant funding.

Due to the short timeframe for the closing of the grant performance period, modification requests are no longer accepted. If your jurisdiction needs to de-obligate any unspent funds, please submit a formal letter on your department letterhead explaining the amount you will need to de-obligate with a justification for the unspent funds, and send it to the grants unit within the next week.

Please do not delay in submitting reimbursement requests as funds are expended and documentation is compiled as the performance period ends on 5/31/2018.

Cedar Spring Dam Exercise

Contact: M. Wagner

On April 17 and 18 the Department of Water Resources conducted a Table Top Exercise for the Cedar Springs Dam. This is a Federal Energy Regulatory Commission (FERC) required exercise conducted every five years. Emergency Services Officers Miles Wagner and David Davis attended the facilities visit on Tuesday, April 17, and the Table Top Exercise on Wednesday, April 18, 2018.

Representatives from many agencies attended including the Department of Water Resources, California Highway Patrol, State Parks, CalTrans, Governor's Office of Emergency Services, County Flood Control and others.

The site visit showed exercise participants the infrastructure for the dam and the dam itself, which is a zoned earth and rock fill dam with a capacity of 78,000 acre feet of water with a surface area covering 995 acres. The dam passes all natural inflowing water



Cedar Springs Dam

through the dam into the Mojave River. Impounded water is from the state water project and is distributed to down system reservoirs and various water agencies in Southern California through outlets at the south end of the reservoir. Cedar Springs Dam and Silverwood Lake is not a flood control facility.

Maximum controlled discharge capacity for the dam is 6,300 cubic feet of water a second (cfs). Water flow inflow above this will be released by flowing over the spillway (the spillway has never had an outflow event).

The exercise was broke into two sessions. The first session scenario was a crack in the

dam itself (a highly unlikely event) that exercised communications with emergency management agencies downstream from the dam. The second scenario was a security exercise using heightened threat levels.

Participants were divided into eight groups and discussions were held for scenarios assigned to the groups. Utilizing the Cedar Springs Dam Emergency Action Plan (EAP) communications strategies were discussed and a plan of action was determined for

each scenario. These were presented to the exercise participants at the end of each session. Additional discussion was held on the use of ICS, the locations of potential ICP's, how Unified Command would be utilized, and other aspects of the Standardized Emergency Management System (SEMS).

After each exercise session, the groups discussed what revisions and or additions of the Dam EAP needed to be done. These discussions were productive and recommended changes to the EAP will be included in the next version of the EAP.

A Functional Exercise for Cedar Springs Dam will be conducted on July 19, 2018.